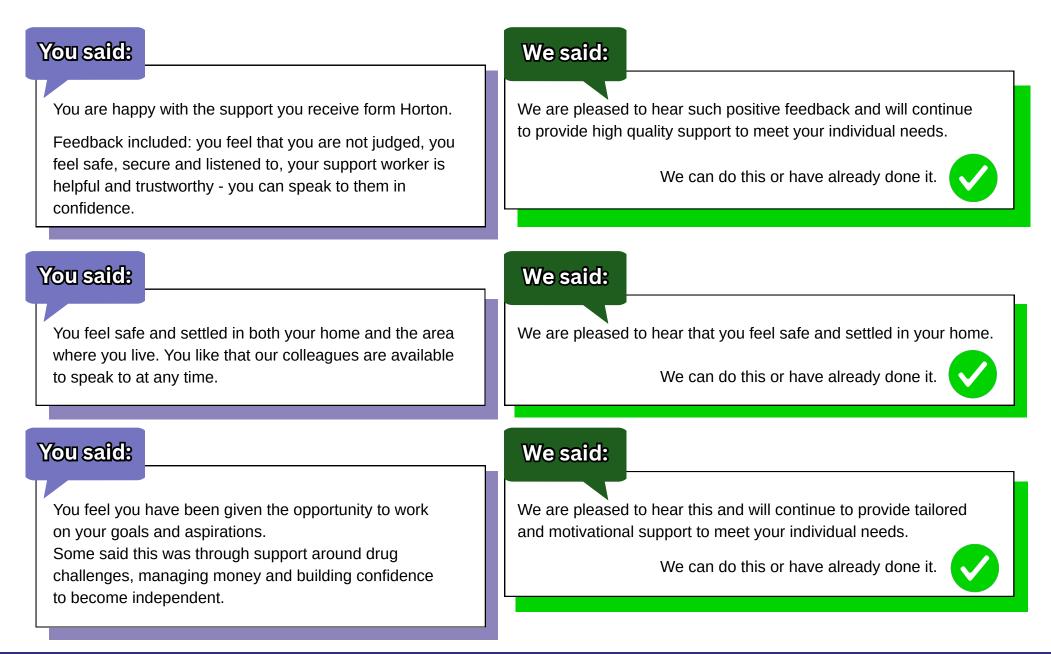
## **Feedback on Horton's Satisfaction Survey 2024/25**

Consultation with all the people that access Horton's services.

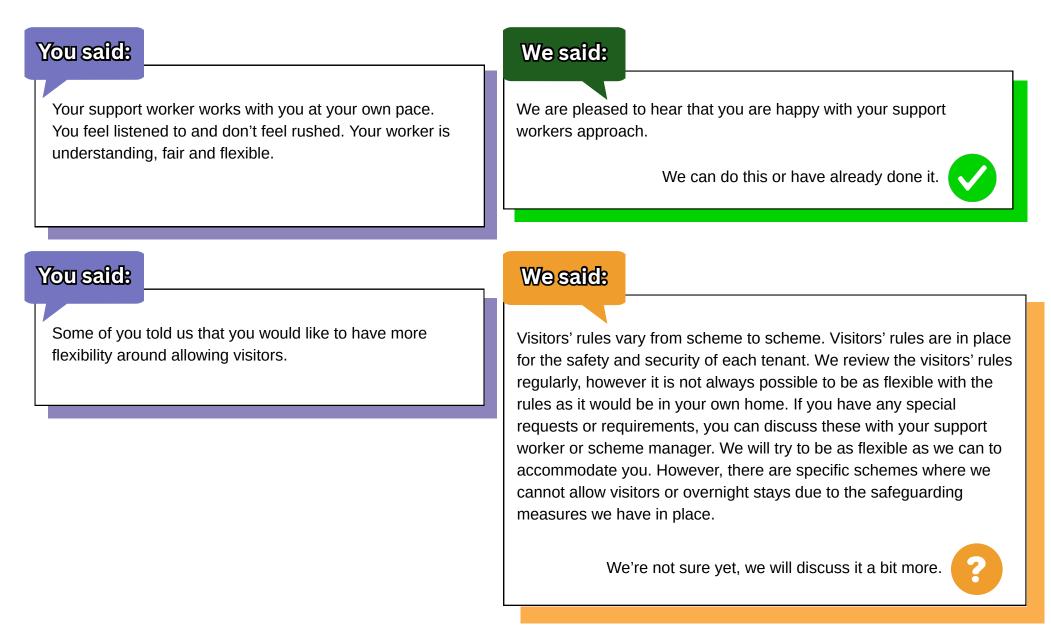




## **Feedback on Horton's Satisfaction Survey 2024/25**

Consultation with all the people that access Horton's services.





# **Feedback on Horton's Satisfaction Survey 2024/25**

Consultation with all the people that access Horton's services.



### You said:

Some of you suggested that we reduce the rents so that people can stay in the services when they become employed.

#### You said:

Some of you would like the gardening to be done more frequently and for repairs to be done more quickly.

#### We said:

We're sorry we can't do this, but we'll explain why.



Occupancies with Horton are only short-term as our accommodation is 'supported housing.' We do work with people to move them to their own independent and affordable home when they can work and live independently.

## We said:

We have targets that we work towards to make sure that repairs and gardening are completed within reasonable timescales. For example, we aim to complete non-urgent repairs within 28 days, emergency repairs within 24 hours, and urgent repairs within three days.

Gardening is set on a schedule - for example, grass is cut more often during the summer, when it grows much quicker than in winter.

If you have reported a repair and you don't think this was completed within expected timescales, you should contact a Horton colleague to discuss this so that the repair can be chased up with our Property Services team, or a reason is given to you for the delay. If this does not resolve the issue, then you can ask for this to be investigated further, so the matter can be resolved.

We're not sure yet, we will discuss it a bit more.